



TIDINGS

A Community Newsletter from Shell Puget Sound Refinery

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Issue 3, Sept. 2002 www.shellpugetsoundrefinery.com

You're Invited!

Shell Puget Sound Refinery wants to say 'Thank you' to the community and our employees. Please join us at our Community Appreciation Day Open House Sat., Sept. 21.

Date: Saturday, September 21

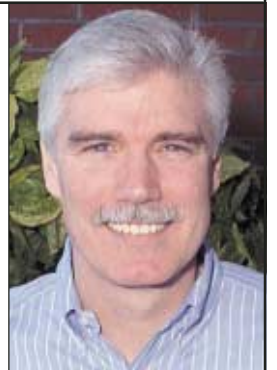
Time: 11 a.m. to 5 p.m. tours; noon to 4 p.m. for hamburgers and Polish hot dogs served by Anacortes Noon Rotary Club

Location: At the Refinery campus on South Texas Road, Anacortes

Attractions: Games, face-painting, petting zoo, dinosaur bounce for kids, 40-ft. inflatable slide, Live music, Refinery and community exhibits, Bus tours of the refinery, Prizes for adults, and more!

(See page three, "Open House" for more details.)

A Message from Shell Puget Sound Refinery Manager Tom Smith



Dear Friends and Neighbors,

Last year at this time we made the very difficult decision to postpone our Community Appreciation Day open house. Much planning had gone into it and we were excited about welcoming the community to the refinery. September 11 happened just four days before the planned event and it was clear that we couldn't go on with life as normal. Even though much has changed in our world in the past year, we are grateful that things have returned to a state of normalcy that we can once again invite the community in.

This event is a great opportunity for all of us who work in the refinery every day to bring our friends, family, neighbors and fellow citizens a little closer to our world. We're proud of what we do and how we go about doing it, and it's a great opportunity to show our community what our work lives are like.

We'll be offering guided bus tours of the refinery itself, lots of good summer picnic foods, tents in case the weather doesn't fully cooperate, fun activities for the kids, and displays about various aspects of the refinery work and about Shell. We'll also be giving away some environmentally friendly gas cans that you can use to help keep our air just a little cleaner.

We call it an appreciation day because it expresses why we are doing this. We've been through many changes in the refinery in the last few years and some significant challenges. But the support and friendship we have received from this community is unwavering. So we want to thank you, personally if possible, and commit to you that we are going to keep working hard to earn your trust and respect.

We hope we didn't inconvenience any of you with the move of some very large pieces of equipment through Anacortes and along Highway 20 on Labor Day Weekend. The road closures were scheduled at times to be least disruptive to traffic but I'm sure many were wondering what was going on.

This equipment is part of a major project underway at the refinery. Soon we will be producing low sulfur gasoline for the regional market. Shell's decision to make this major investment is important to us and the local community because it means Shell is committing to be a significant player in this market for the foreseeable future. This is only one of several large scale investments planned for this refinery. We know that one of the most important questions from people in the community has to do with the commitment to the future. This project and others to follow give a very strong indication of that commitment.

Looking forward to seeing you on September 21!

Lions Club member Tim Walters enjoys commitment to community

Volunteer Tim Walters is on the working end of virtually every major community event in his hometown.

As an Anacortes Lions Club member, Tim is a familiar face at events including the Anacortes Arts Festival, the 4th of July celebration, Anacortes Waterfront Festival, Christmas Parade, Causland Park Easter Egg Hunt, Shipwreck Day and the Oyster Run.

No matter what the season, just look for the Lions food service trailer and you're likely to find Tim. He and several dozen fellow Lions Club members routinely staff the trailer, a veritable kitchen on wheels.

Visitors at the recent Anacortes Arts Festival stood in line for the club's popular "Puget Soundwich," a sandwich featuring a smoked salmon fillet from Anacortes-based SeaBear seafood company. The community's "star" event, plus events like the annual White Cane Days, offer important fund-raising opportunities for the Lions Club.

Volunteer shifts and proceeds from food sales at the various public events are the lifeblood of the Lions Club charities fund. This is a source of financial contributions to causes ranging from college scholarships to operation of the mobile Lions Health Screening Unit.

This unit is operated by the Northwest Lions Sight and Hearing Foundation of Seattle, but



Long-time Lions Club member Tim Walters barbecues "Puget Soundwiches" at the recent Anacortes Arts Festival.

area clubs provide volunteer staffing and financial support to bring the unit to their communities. Once here, they provide health screening services at no cost.

"It's one of our big projects," said Tim. "We've provided the services for all ages, but we've keyed on school-aged kids and senior citizens."

(Continued on page four)



Refinery Bus Tour Route

1 The Crude Unit & Delayed Coking Unit

The Crude Unit separates crude oil into propane, naphtha, kerosene, diesel and gas oils. The large columns use temperature, up to 785 degrees, to boil and condense the vapor products to facilitate their separation.



The Coker further processes the heavy vacuum residuum that was produced in the Crude Unit. The residuum is a material that looks like road asphalt. The Coker uses heat and pressure to “break” apart the heavy material to make gasoline, diesel, and petroleum coke.

2 Hydrotreaters and Reformers

Gasoline and diesel from the Crude Unit go to one of two hydrotreaters to remove sulfur, nitrogen and other contaminants. The Reformers take low-octane (75 octane) gasoline and use heat and catalyst to make high-octane, “reformed” gasoline (100 octane).



3 Alky Units and Sulfur Recovery Unit



Propylenes and butylenes from the Cat Cracker and Coker are combined with iso-butane and mixed vigorously with sulfuric acid catalyst to produce alkylate which is a high-octane (93 octane) blending component used in lead-free premium gasolines. The Sulfur Recovery Unit converts sour gases into liquid sulfur which is a component in fertilizer.

4 Cat Cracker and Cogen Plant

The Fluid Catalytic Cracking Unit (Cat Cracker) converts heavy oils into gasoline and diesel by “cracking,” or breaking apart, the molecules.

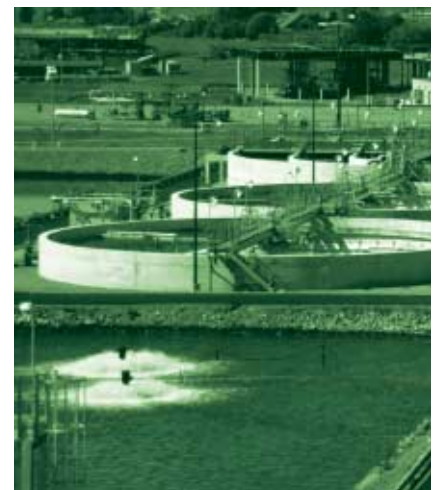
The cogen plant is powered by both natural gas and some of the refinery fuel gases. It produces enough electricity for 140,000 homes. The cogen also produces steam for use within the refinery.



5 Effluent Plant and Blending Units

This Effluent Plant has received several awards for its innovation and efficiency. It processes 3.5 million gallons of water per day. This is equivalent to the requirements of a city with a population of 60,000. It has had a perfect compliance record since 1997.

The Gasoline Blender uses several different refinery components to make regular and premium gasoline. The “recipes” that the Blender uses ensure that gasolines leaving PSR meet all specifications.



Directions to Our Refinery

Shell Puget Sound Refinery is located on March’s Point -- the first refinery on the Point, closest to Highway 20. From Anacortes on Highway 20, at the intersection with West March’s Point Road, turn north onto W. March’s Point Road. Go approximately 1/4 mile and turn right onto South Texas Road and go to the campus main gate which is the second gate on the left.

Shell invests in future of Puget Sound refinery

Shell Oil Company, which has deep roots in Skagit County, has demonstrated its confidence in the U.S. economy with the acquisition of Texaco’s interests in Equilon Enterprises LLC. It was in the first quarter of this year that Shell assumed full ownership of the Anacortes refinery formerly operating under the Texaco Star. The business transaction marked the return of the Shell pecten, or shell, familiar to local residents since the company built the first Anacortes refinery in 1955.

In a nutshell, the refinery on March’s Point, once operated by Shell, is now owned by Texas-based Tesoro Petroleum Company, and the refinery once operated by Texaco is now owned and operated by Shell.

Shell Oil Company, a wholly owned member of the Royal Dutch/Shell Group of Companies, employs approximately 13,000 people, excluding service station employees. Shell Oil Products US is part of Shell Oil Company. Other Shell companies operating in the U.S. include Shell Chemicals and Shell Exploration and Production.

Including its consolidated companies and its share in equity companies, Shell Oil Products US is a leader in the marketing of fuels, lubricants, services and solutions to consumer and business-to-business customers in automotive, commercial and industrial sectors. Shell Oil is the leading oil and gas producer in the deepwater Gulf of Mexico and is a recognized pioneer in oil and gas exploration and production technology.



Changing of the sign at Shell Puget Sound Refinery.

Shell Puget Sound Refinery Production Rates

- ❑ Crude: 145,000 barrels or 5.7 million gallons processed daily (enough to fill a 17-foot deep swimming pool the size of a football field).
- ❑ Gasoline: 2.7 million gallons produced daily (enough to supply 170,625 cars at 16 gallons apiece).
- ❑ Aviation fuel: 672,000 gallons daily (enough to move almost 30,000 people from SeaTac to Miami).
- ❑ Diesel fuel: 1.5 million gallons daily (enough to fill 7,500 semi-trucks with 200 gallons apiece).
- ❑ LPG: 126,000 gallons daily (enough to fill 12,600 camper bottles with 10 gallons each).
- ❑ Bunker oil: 120,000 gallons daily.
- ❑ Sulfur: 120 tons daily.
- ❑ Petroleum coke: 1,250 tons daily for the refining of high grade aluminum.



Anacortes Public Library will open sometime in the next few weeks.

Buy-a-Book opportunity available on Shell website

Shell Puget Sound Refinery is working with the Anacortes Public Library Foundation to promote the Buy-A-Book project through the refinery's website. The Foundation seeks to raise \$100,000 to purchase books and audio-visual items by the opening day of the library in late September.

"Each person who contributes at least \$35 will have a book plate made for them that will be attached to a book type of their choice," said Duncan Frazier, director of the library foundation. The types include: unrestricted, children's, fiction, non-fiction, reference and audio-visual.

"We at the refinery are very pleased to be able to help the library with this specific project. The building is important and we were pleased to be able to make a major contribution to that. But the books and resources are what a library is all about and we want to help in this effort in any way we can," commented Roxan Kraft, native of Anacortes and Business Planning & Analysis Manager for the refinery.

The refinery has committed \$26,000 to the Anacortes Public Library Foundation's \$1.2 million goal. Total funding from various sources for the new library will be \$6.8 million.



You can help in the Buy-A-Book campaign by ordering online using Shell's website www.shellpugetsoundrefinery.com and click on Buy-A-Book or by writing Kathleen Hobbs at the Anacortes Public Library Foundation, PO Box 849, Anacortes, WA 98221.

September 21 Open House

Visitor safety is of primary importance. Prior to boarding the tour buses, a picture ID will be required for people 16 years and older. Those under 16 must be accompanied by an adult. In addition, no cameras, backpacks, strollers or other large carry-ons will be allowed on the plant tour buses. Each person will be required to check in prior to boarding a bus, and be subject to inspection. We appreciate your cooperation.

Special Note: The Anacortes Noon Rotary Club will be serving the food and beverages for the Open House. Shell PSR is collaborating with the club in its effort to raise funds for the Anacortes Fourth of July celebration. Please join us in this worthy cause.

Contact us at www.shellpugetsoundrefinery.com or 360-293-0800.



Cub Scouts recently enjoyed four action-packed days at an annual camp held on the grounds of Shell's Puget Sound Refinery. Some of the activities reflected in photos (above, clockwise) include a session with Swinomish Tribal Community drummer Kevin Paul; archery range shooting; archery and BB gun safety lessons and shooting instructions from volunteers (l. to r.) Mark Wilcox, Bob Hardesty and Boy Scout James LaFave, pictured with volunteer Arlie Hash in buckskins; a greeting and presentation about the state flag from Anacortes Mayor Dean Maxwell, who was a Scout as a boy growing up in Anacortes.

Cub Scouts again conduct camp at refinery, on historic March's Point

Lifetime memories were made in the "front yard" of Shell Puget Sound Refinery recently when more than five dozen Cub Scouts gathered daily for a four-day camp teeming with activities.

Theme of this year's camp was "Exploring America," with an emphasis on local history. March's Point, location of the refinery, played a prominent role in the lives of Native Americans and of the first white settlers in this region.

The first day of the camp, always an exciting one for participants, included a visit from Anacortes Mayor Dean Maxwell.

Maxwell, who grew up in Anacortes, told his audience he was involved in both Cub Scouts and Boy Scouts in his youth. The focus of his brief presentation was the history of the Washington State flag.

Among volunteers working with the Cub Scouts were Shell employees Mark Wilcox and Bob Hardesty, whose 9-year-old son Shane is a Webelo Scout in Pack 85. Also involved were Shell employee John Brentari and his wife, Mary Jo, and refinery contractor Arlie Hash, who has served in the past as camp director. This year's director was Mike Petruzzelli, with assistant director Laura Rourk. The refinery has been the site of the day camp for a number of years after meeting stringent Scouting requirements.

Hash greeted campers on the first day, dressed in

buckskins and raccoon cap. Wilcox and Hardesty teamed with 11-year-old Boy Scout volunteer James LaFave to teach archery at one of a number of camp activity centers. Also among volunteers were 13-year-old Ashley Hardesty and Brooke Snyder of Anacortes.

As the Cub Scouts entered the the activity area they were introduced to their leaders. Wilcox has been a bow hunter for 25 years, and Hardesty is a leader in Cub Scout Pack 85.

The young Scouts sat through an archery safety presentation. Only then were they invited to the archery range, where they were given instructions and practiced shooting arrows at four targets.

Subsequent camp day activities ranged from running an obstacle course to learning about early Fidalgo Island industry. One of the Scouts' featured guests was renowned Swinomish Tribe sculptor Kevin Paul, who demonstrated a ceremonial drum and taught the boys a tribal dance step.



Greeting Scouts at this year's camp was Arlie Hash, past camp director.



Lesson at Fidalgo fishing booth.



Goals range from career growth to support of neighborhood agencies

Women's Forum provides community outreach

The Women's Forum, which meets monthly in an informal lunch setting, has evolved quickly from an employee-focused organization to one that dedicates much of its time and attention to community service.

In recent weeks, the Forum's outreach has extended to non-profit campaigns ranging from a Christmas in July food drive for the Mount Vernon-based Friendship House to participation in the Breast Cancer Awareness Tea and Fair sponsored by the Fidalgo Medical Association.

June Snelson, one of the founding members of the Women's Forum, said the organization was initially established to provide an opportunity for



Women's Forum and Friendship House friends gather in front of the Mount Vernon shelter for a "Christmas in July" event.

female employees at the refinery to get to know one another. The plant is like a small city, and many employees never had a chance to get to know one another

because of different work locations and scheduling conflicts.

Theirs was a modest beginning, with peer networking and small projects inside the plant. Periodically heavy work schedules took their toll on the goal of monthly meetings. The group won strong support from Refinery Manager Judith Moorad in 1998, and Human Resources Manager Paul Hawes was also instrumental in a resurgence of interest.

In recent years, members of the Women's Forum have identified in-house goals such as career growth, development and mentoring. They have

also extended their reach into the community, often acting as sponsor of partnership campaigns designed to draw on the time, talents and resources of as many employees as possible.

Community agencies now intimately familiar with the work of the Women's Forum include Summit Assistance Dogs, area food banks and homeless shelters, Donate-a-Phone, Dress for Success and more.

"We have taken the opportunity to get our name out there in the community," said Snelson. "To sponsor a few campaigns and to take responsibility in-house for much of the legwork required on community projects."

Although the Women's Forum is predominantly attended by female employees, males have participated in community service campaigns. A few men have also taken advantage of opportunities to hear from Forum guest speakers on subjects ranging from care of the elderly to healthy nutrition.

As the refinery transitioned in recent years from Texaco to Alliance and now to Shell US, the Women's Forum has served as a model for similar groups in all three businesses. Today they are part of Shell's **Women Adding Value Everywhere**, or WAVE, a company-wide organization.

In fact, four Shell Puget Sound Refinery employees will be honored at a Houston event focusing on "Employee Network Leadership and Participation." The employees honored are Andrea Haley, Debbie Livers, Mishelle Pickard and June Snelson, all of whom are being recognized for the contributions

they made to the Women's Forum in 2001. Pickard, for example, was instrumental in putting together an in-house spaghetti feed that generated contributions to the Christmas 2001 Adopt-a-Family campaign.



Women's Forum members pose with school supplies gathered recently for students in the Anacortes School District. Pictured are (l. to r.) June Snelson, Katie Peacock, Gretchen Buchmeyer, Andrea Haley, Sarah Christensen, Heather Holcomb, Mishelle Pickard, Rachel Welch and Jennifer Kirby.

"I have enjoyed seeing the Women's Forum take a more active role in the community," said Haley. "It's a great feeling to not only provide career and personal growth opportunities for our employees, but also to provide them with opportunities to help the communities in which we live."

Human Resources Manager Gretchen Buchmeyer summarized: "I want to thank the members of the Women's Forum. They have demonstrated leadership skills as they work to support each other, the employees in the plant, and our community. This group is truly member driven, and I hope to see participation and interest continue to grow."

Walters inspired by commitment to community...

(Continued from page one)

Free screenings cover a variety of possible health issues, from high blood pressure and diabetes to hearing and eyesight problems.

"It's amazing how many people find out about health issues they didn't recognize as serious," said Tim.

Sight and hearing are important areas of focus for the international Lions Club.

"We pay for eye exams and eyeglasses in the community, primarily for kids and young adults who can't afford them," said Tim. They also give financial support to organizations providing assistance dogs and guide dogs.

Tim points out that at least two of his club's members are legally blind – but that doesn't keep them from providing volunteer services including food packaging and telephone work.

It is the club's sense of community that attracted Tim to join – and has kept him in the club for the past 25 years.

Tim, who just completed a two-year term as president, was introduced to the service club by Jerry George, a refinery co-worker. He has since

served in every office in the club except treasurer.

The Anacortes High School graduate and Air Force veteran is grateful that he has been able to earn a living and raise a family in his hometown.

"It's been a great job for me," said the Projects Department Project Leader. "The opportunities the refinery has given me have been amazing."

He believes the refinery's recent transition to Shell Oil Company will be good for local employees, especially in terms of opportunities for those

just starting their careers.

"Shell is a world-class oil company," he noted. "Particularly in this economic climate, I'd say we're very lucky to be part of the Shell system. Overall the change has been very positive."

In terms of his volunteer work, Tim said there is lots of work ahead yet.

"The Lions Club is an excellent way to serve the community," he said. "It's nice to be involved with other people in helping those in need."

Tidings is published periodically for the friends and neighbors of Shell Puget Sound Refinery, Tom Smith, Plant Manager. Members of the plant's Community Relations Committee include: Tom Smith, Dean Overman, Sandra Corron, Mark Larson, Joe Solomon, Mike Lytton, Gretchen Buchmeyer, Carolyn Whalen, Jeff Mussen, and June Snelson. Shell Puget Sound Refinery, PO Box 622, Anacortes, WA 98221; telephone:(360) 293-0800. www.shellpugetsoundrefinery.com. Tidings editor: Steve Berentson.



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